

PATENT



Docket No. BRUNO 20-21-26-22-11 (2455-4447)

5/10 THE
A.W.M.S
4/2/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: R.F. Bruno et al.

Serial No.: 09/071,021

Group Art Unit : 2738

Filed : May 1, 1998

Examiner: Joseph Logsdon

For: SHARING OF VOICE-SWITCHED NETWORK AND INTERNET
RESOURCES FOR INTELLIGENT SESSION PROCESSING

Assistant Commissioner for Patents
Washington, D.C. 20231
Box AF

RECEIVED

MAR 29 2001

Technology Center 2600

AMENDMENT

Sir:

In response to the Final Office Action dated December 21, 2000, please amend the above-identified application as indicated below. While no extension of time is believed necessary as this amendment is being filed on March 21, 2001, should an extension be required to make the filing of this paper timely, such extension is hereby petitioned. Please charge any other fees necessitated by this Amendment to our Deposit Account No. 13-4500 (Order No. 2455-4447).

IN THE CLAIMS

Please amend claims 1 and 11 as follows:

1. (Two Times Amended) A method for connecting a call to one of a plurality of agents in a call center that is connected to disparate telecommunications networks, the method comprising the steps of:

receiving a query from one of a plurality of telecommunications networks regarding whether at least one agent, among the plurality of agents, is available, each

03/28/2001 RHR/ISI 00000083 134500 09071021

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02 FC:103 36.00 CH

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FOR INTELLIGENT SESSION PROCESSING

CERTIFICATE OF MAILING (37 C.F.R. §1.8(a))

Assistant Commissioner for Patents
Washington, D.C. 20231
Box AF

Sir:

I hereby certify that the attached:

1. Amendment;
2. Amendment Fee Transmittal; and
3. Return receipt postcard

along with any paper(s) referred to as being attached or enclosed and this Certificate of Mailing are being deposited with the United States Postal Service on date shown below with sufficient postage as first-class mail in an envelope addressed to the: Commissioner for Patents, Washington, D.C., 20231.

Respectfully submitted,
MORGAN & FINNEGAN, L.L.P.

Dated: March 21, 2001

By: 

Sungho Hong

Correspondence Address:

MORGAN & FINNEGAN, L.L.P.
345 Park Avenue
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(212) 758-4800 Telephone
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PATENT



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Applicants: R.F. Bruno et al.
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INTELLIGENT SESSION PROCESSING

Assistant Commissioner for Patents
Washington, D.C. 20231
Box AF

AMENDMENT FEE TRANSMITTAL

RECEIVED

MAR 2 9 2001

Technology Center 2600

Sir:

Transmitted herewith is an Amendment for the above-identified application.

☐ No additional fee is required.

☒ The additional fee has been calculated as shown below:

CLAIMS AS AMENDED

	Claims Remaining After Amendment		Highest No. Covered by Previous Present Payments		Rate	Additional Fee
Total Claims*	22	-	20	=	2	x \$18.00\$ <u>36.00</u>
Independent Claims	4	-	3	=	1	x \$80.00\$ <u>80.00</u>

Multiple (If claims added by amendment include
Dependent Multiple Dependent Claim(s) and there
Claim(s) was no Multiple Dependent Claim(s) in

\$

* Includes all independent and single dependent claims and all claims referred to in multiple dependent claims. See 37 C.F.R. § 1.75(c).

application before amendment add
\$270.00 to additional fee.)

Total: \$ 116.00

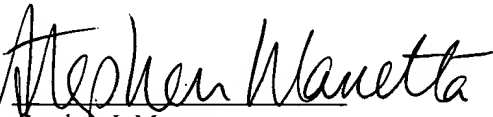
- ☐ Statement of "Small Entity" Status Under 37 CFR § 1.27 filed _____. Reduced Fees Under 37 CFR § 1.9(f) (50% of total) paid herewith. \$ _____
- ☒ Charge fee to Deposit Account No. 13-4500. Order No. 2455-4447.
A DUPLICATE COPY OF THIS SHEET IS ATTACHED.
- ☒ The Assistant Commissioner is hereby authorized to charge any additional fees which may be required for this amendment, including all fees pursuant to 37 C.F.R. § 1.17 for its timely consideration, or credit any overpayment to Deposit Account No. 13-4500. Order No. 2455-4447.
A DUPLICATE COPY OF THIS SHEET IS ATTACHED.
- ☐ ____ Page(s) of substitute Sequence Listing
- ☐ ____ Computer disk(s) containing substitute Sequence Listing
- ☐ Statement under 37 C.F.R. § 1.825(b) that the computer and paper copies of the substitute Sequence Listing are the same.
- ☐ A check in the amount of \$ _____ to cover the filing fee is attached.

Respectfully submitted,

MORGAN & FINNEGAN, L.L.P.

Dated: March 21, 2001

By:


Stephen J. Manetta
Registration No. 40,426

CORRESPONDENCE ADDRESS:

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